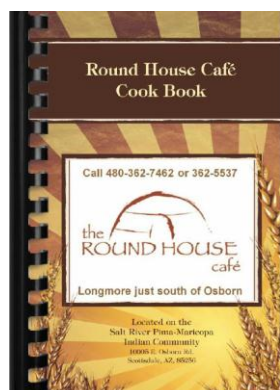




Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts January 1, 2014



ON SALE NOW: The Round House Café Cookbook!

"The Round House Café Cookbook" is here and includes more than 200 "Recipes of the Week" and bonus recipes, SRPMIC cultural information, and other fun food facts and tips. All Cookbook sales are being donated to the Salt River Community Children's Foundation. [Click here or on the Cookbook](#) for more information. Great for home cooking; perfect as a gift! Pick one up in the Café today! Just \$12 each.

Thank you for your food services that have helped me "live to the next meal". Nick Shaw and your staff show wonderful hospitality and customer service! I enjoy coming into contact with your staff every time I go to the Round House! Thank you for your kind words. We will share them with our staff. We strive to give customers the best possible customer service experience on every visit. Thanks again.

I purchased breakfast this morning with my debit card. This afternoon I looked at my bank transactions online and I believe I was charged twice for the same order. Unfortunately I didn't get a receipt from RHC. Are you able to help me in this matter or is this something to be taken up with my bank? We pulled the journal for the day and only saw one charge for your card. Sometimes customers see

two charges because a charge from Friday (for instance) does not post until Monday; and Monday's charge posts the same day, causing it to look like two duplicate charges – especially when customers order the same thing from day to day. Another possibility is that some banks post transactions as "pending", causing temporary "duplicate" charges, but they usually come off within 24 hours. In this case, there was no duplicate charge. Thanks for asking – glad to help.

I absolutely love the Café Lunch and Learns. Emeril Lagasse has nothing on (ARAMARK Chef/Manager) Dan Barolli. He shows us how to make things, we get to eat them, and he keeps it light and humorous. Please keep these coming! I used three of the recipes (from December) for my holiday entertaining. Thank you. We appreciate the positive feedback. The Lunch & Learns will enter their fourth year in January. They are scheduled the last Friday of every quarter (Jan-April-July and Oct). This year we added a holiday appetizer bonus session the first week of December. Sign up on Breeze!

I bought my Round House Café cookbook and didn't see the recipes for the Café's Red Beef and Green Pork Chili they serve about once a month with the popovers and/or Chumuth. Could you give me those recipes? Glad you like them. We provided them to you and they can be found in our [on-line recipe data base at this link](#).

Today I ordered an Indian taco. Apparently, they ran out of beans. I wish they would have told me that when I ordered. They said more were being cooked, but I didn't have time. The guy offered me chili beans as a substitute but I declined and ended up getting soup because of my time. I know there were others before and after me that ordered the same thing, and I didn't hear the staff tell any of them they were out of beans. Thank you for telling us about this communications oversight. We'll take a "do better" slip on this issue and gave you a coupon for a future visit. We do apologize, and know we'll see you again soon. Thanks again.

I ordered French toast this morning, but the grill looked a little "used." When I got my order, the French toast tasted like onions. This is not the first time as I've had the same results with pancakes. It seems to me that the grill is not cleaned before they put the toast or pancakes and whatever is on the grill gets attached to the food. Obviously, not our intent to serve "French Onion Toast"! We apologized, and offered you a coupon for a future "onion-less" visit, which you graciously accepted. We also discussed cleaning the grill with the staff. Thanks again.

The staff that worked the event at the Round House Saturday were amazing. They were professional, helpful and so kind. Food was great and the staff was truly exceptional. I thank you sincerely!...AND...Thank you to you and your team for the wonderful job you provided for the Dialysis Christmas dinner. It turned our great and the patients really enjoyed themselves and the food. We enjoy serving the extracurricular activities at the Café. You can find information about using the Café for your SRPMIC and/or private [event at this link](#).

I've never won anything before until the Café Holiday Stuff the Bin Customer Appreciation. Seems like the Café is always giving away something, and the contests are just plain fun. Thank you for keeping the environment in the Café so amicable with the music, contests, decorations, etc. We appreciate it. We enjoy doing it. One of the Focus Group mottos we've adopted over the past couple of years is "We Sell Fun." In calendar year 2013, nearly 500 customers won prizes valued at more than \$20,000. Many of those prizes were donated by Talking Stick Resort, Marriott, Hampton Inn, Ultra Star movies at the Pavilions, ARAMARK, the Café itself and others. We look forward to even more fun in 2014! Click these links to learn about [BCS Bowl Contest](#) and [2014 Team Puzzle Challenge](#).

Kudos & Klouts (Customer Comments and/or Suggestions)

- Since it's getting colder, could you please bring back the Posole? (Thanks for asking – so "yes", we did!)
- Came down for Navy Bean Soup as advertised, but you didn't have it. Disappointed. (Sorry about that; delivery shortage)
- Was there at 1:28 pm – salad bar and hot food were already gone. Supposed to be open until 1:30. Went off site.
- Chumuth maker does excellent job and earns her pay. Hope she gets a lot. (Thanks! Cynthia does good work!)
- We got bagels with our catered breakfast order, but no cream cheese jelly or spread! (Sorry about that!)
- Pricing on smoothies seems inconsistent. Never the same twice (Depends on several factors)
- Café seems expensive for the food served and customer service (or lack thereof)....AND....
- I love the Café, eat there every day, and consider it quite a value when compared with going offsite...
- I don't always take a lunch break, but eat in the Café when I do because I love the variety of choice offered
- Love the office coffee service, but we seem to be out of supplies a lot ([email Paul](#) or [Dan](#) or [Danielle](#) for fast service)

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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